Index to Volume Eleven (1991)

Articles	*Page*
Armitage, Seth, Consequences of Mutual Ownership for Building Societies	456
Arnold, A.J., An Industry in Decline? The Trend in Football League Gate Receipts	179
Casselli, Gian Paolo and Pastrello, Gabriele, The Linkage between Tertiary and Industrial Sectors in the Italian Economy, 1951–88	233
Dean, Christopher, Developments in the Day-Trip Coaching Industry	495
Dietrich, Michael, and Holmes, Phil, Financial Institutions and the Estate Agents Industry in the 1980s	479
Drake, Leigh, Implications for Building Societies	517
Gilbert, D.C. and Soni, S., UK Operators and Consumer Responsiveness	411
Hallett, Sharon and Bishop, Paul, The Accountancy Industry in South West England	189
Hallsworth, Alan G., Regional Shopping Centres: Case Studies on Recent Policy Studies in Canada and the UK	219
Hallsworth, Alan G., Credit Indebtedness and the UK Retail Trade	489
Hedvall, Maj-Britt, and Paltschik, Mikael, Developing Pharmacy Services: A Customer-driven Interaction and Counselling Approach	36
Hershkovitz, Sara, Socio-spatial Aspects of Changes in Educational Services: Tel Aviv and Jerusalem 1970–88	137
Howcroft, J.B., Customer Satisfaction in Retail Banking	11
Ingham, Hilary, Organisational Structure and Internal Control in the UK Insurance Industry	423
Jones, Peter, Regional Shopping Centres: The Planning Issues	171
Lehtinen, Uolevi, and Lehtinen, Jarmo R., Two Approaches to Service Quality Dimensions	287
Leslie, David, The Hospitality Industry, Industrial Placement and Personnel Management	63
Li Jiangfan, The Consumption Structure of Services	18
Moutinho, Luiz, and Paton, Robert, Site Selection Analysis in Tourism: The LOCAT Model	1

Moutinho, Luiz, and Trimble, John, A Probability of Revisitation Model: the Case of Winter Visits to the Grand Canyon 437
Neale, C.W., Investment Post-auditing Practices 75
Riley, Michael, Technological Differentiation and Union Associate Choice 47
Saleh, Farouk, and Ryan, Chris, Analysing Service Quality in the Hospitality Industry Using the SERVQUAL Model 324
Saunders, K.C., Service without a Smile: The Changing Structure of the Death Industry 202
Schlissel, Martin R., and Chasin, Joseph, Pricing of Services: An Interdisciplinary Review 271
Shipley, David and Jobber, David, Salesforce Motivation, Compensation and Evaluation by Industrial Distributors 154
Sparks, Leigh, Employment of DIY Superstores 304
Thomas, Alan B., Leadership and Change in British Retailing 1955–84 379
Thwaites, Des, and Edgett, Scott, Aspects of Innovation in a Turbulent Marketing Environment: Empirical Evidence From UK Building Societies 344
West, Amanda, and Hughes, Janet, An Evaluation of Hotel Design Practice 360

Books reviewed 110, 252, 391, 535